GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:7453
ANSWERED ON:15.05.2000
FAULTY WORKING OF COMPUTERISED NUMBER
RAM SAGAR

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Government are aware of the faulty working of computerised 198 complaint service; and

(b) if so, the steps taken by the Government to make them functional?

Answer

MINISTER OF STATE FOR COMMUNICATIONS

(SHRI TAPAN SIKDAR)

(a) Sir, the computerized 198 complaint service is working satisfactorily. However, some faults are observed when complaints are booked from a telephone having poor line conditions & instruments with decadic pulsing.

(b) The following steps are being taken to improve the computerized 198 service :

(i) Instruments with tone pulses are being provided.

(ii) Service is being tested by maintenance staff every morning to ensure its smooth functioning.